After Hours Monthly Support Summary

For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM
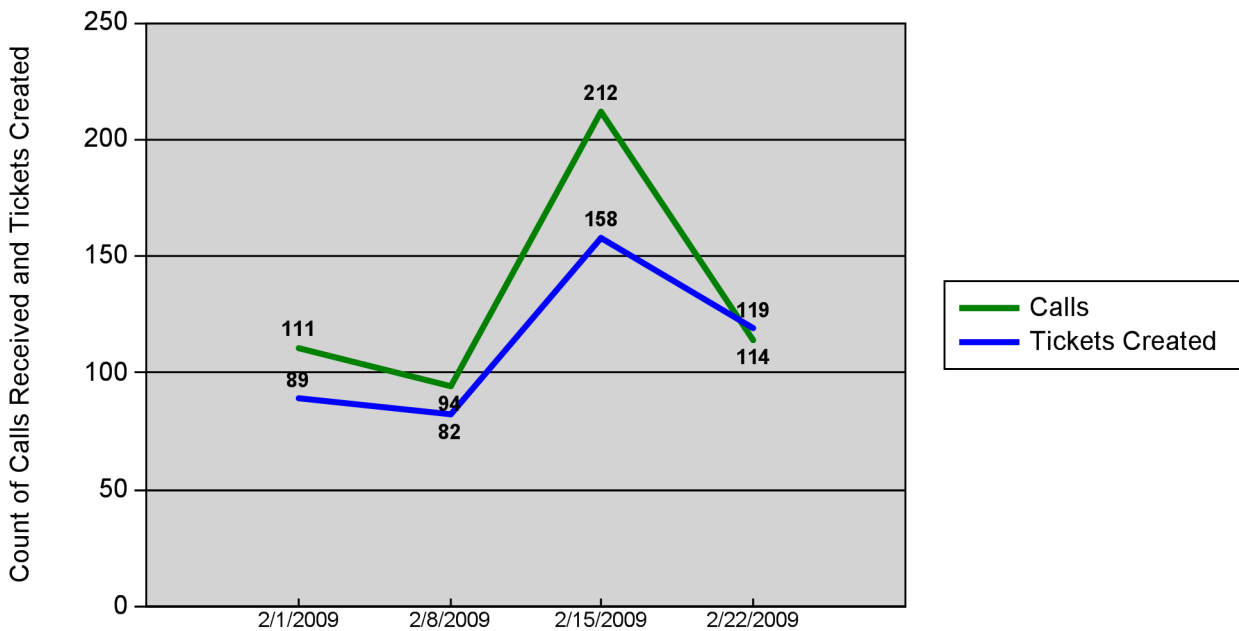
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls:	**531**
Total Tickets:	**448**

Calls Received and Tickets Created By Week

NOTE: Occasionally, a phone call does not produce a REMEDY ticket (e.g. due to status callback, wrong number, etc). This explains discrepancies in the calls versus the total number of tickets.

After Hours Monthly Support Summary

Snapshot Date: 3/1/2009 6:34:13 AM
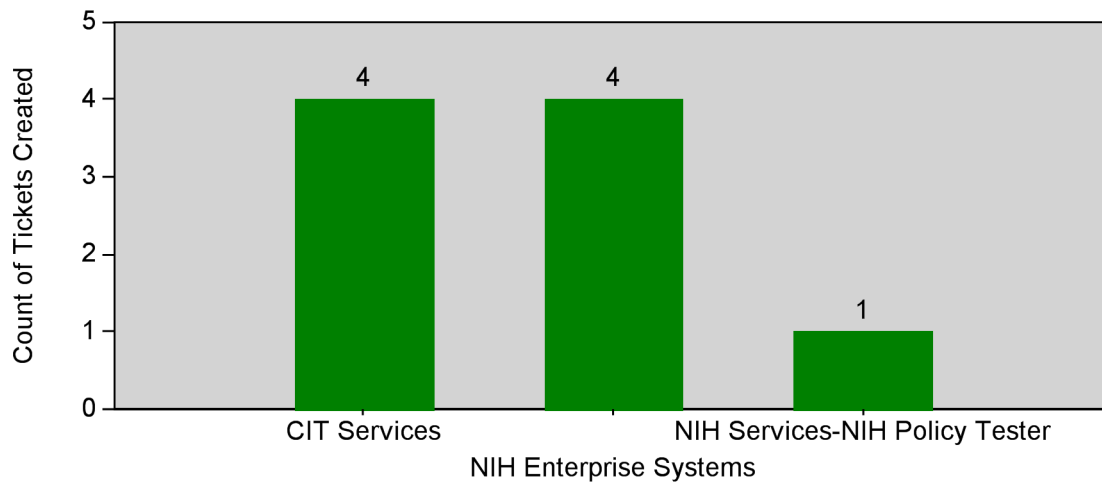
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 2/1/2009   **Calls Received: 111**   **Tickets Created: 89**

Tickets Created By Category Summary
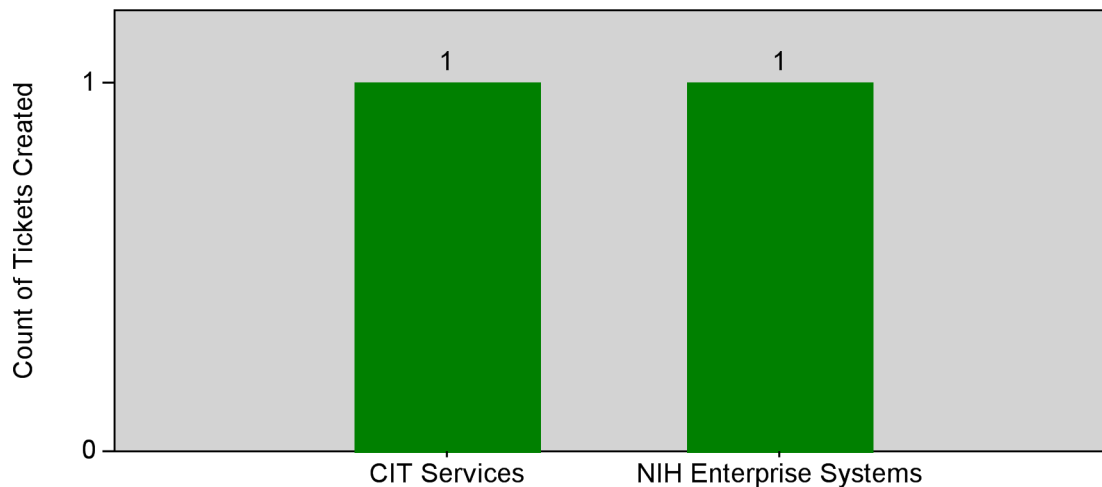

For Week of: 2/8/2009   **Calls Received: 94**   **Tickets Created: 82**

Tickets Created By Category Summary

After Hours Monthly Support Summary

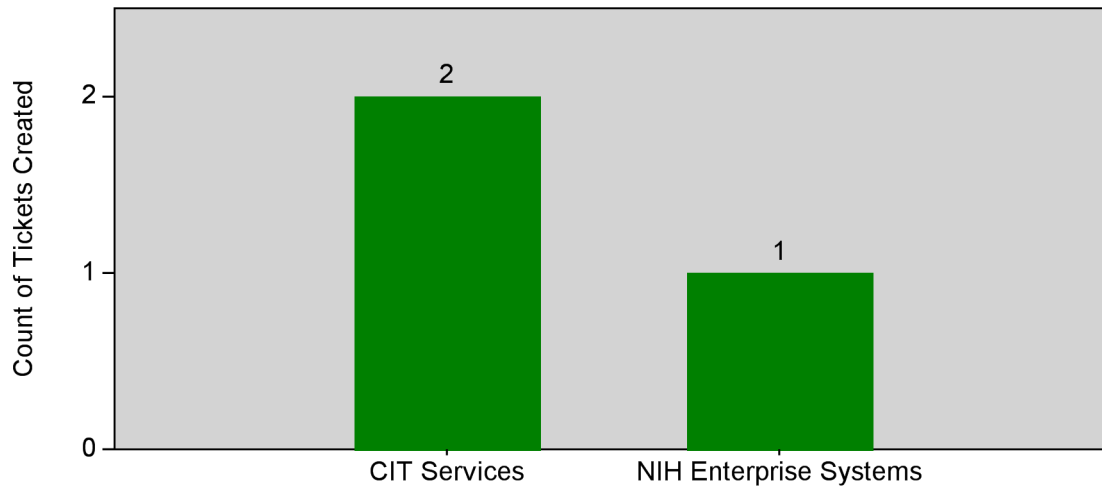For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 2/15/2009   **Calls Received: 212**   **Tickets Created: 158**

Tickets Created By Category Summary
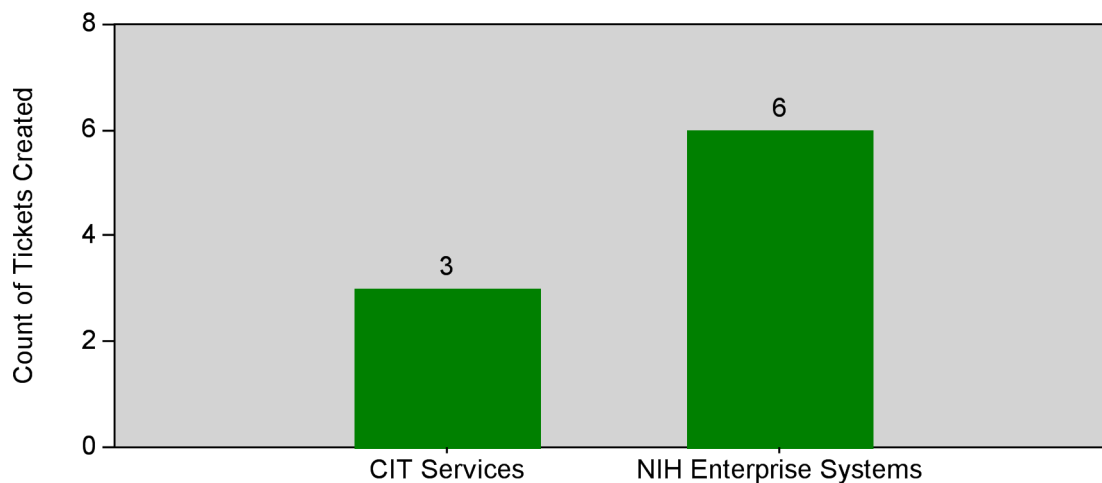

For Week of: 2/22/2009   **Calls Received: 114**   **Tickets Created: 119**

Tickets Created By Category Summary

After Hours Monthly Support Summary

For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

GRAND TOTAL:	
Calls Received:	531
Tickets Created:	448